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Report on the activities of the Office of Internal Oversight Services

Activities of the Office of Internal Oversight Services for the period from 1 July 2013 to 30 June 2014**

Report of the Office of Internal Oversight Services

Summary

The present report is submitted in conformity with General Assembly resolutions 48/218 B (para. 5 (e)), 54/244 (paras. 4 and 5), 59/272 (paras. 1-3) and 64/263 (para. 1). During the reporting period, from 1 July 2013 to 30 June 2014, the Office of Internal Oversight Services (OIOS) issued 326 oversight reports, including 5 reports to the General Assembly and 92 closure reports. The reports included 936 recommendations to improve internal controls, accountability mechanisms and organizational efficiency and effectiveness, of which 45 were classified as critical to the Organization. The financial implications of the recommendations issued by the Office during the period amount to approximately $13.8 million. The recommendations were aimed at cost savings, recovery of overpayments, efficiency gains and other improvements. The financial implications of recommendations issued in prior periods that were satisfactorily implemented during the period totalled approximately $2.4 million. The addendum to the present report provides a detailed analysis of the status of implementation of the recommendations, a breakdown of recommendations with financial implications and a complete list of all reports issued for all areas of OIOS work, including those relating to peacekeeping activities.

The present report (part I) does not cover oversight results pertaining to peacekeeping operations and special political missions, as they will be submitted to the Assembly in part II of the report during the resumed sixty-ninth session.

* A/69/150.

** Excluding oversight of peacekeeping activities, which will be reported on in document A/69/308 (Part II).

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Preface

I am pleased to present the annual report on the non-peacekeeping activities of the Office of Internal Oversight Services (OIOS) for the period from 1 July 2013 to 30 June 2014. During this period, 168 reports on non-peacekeeping activities were issued, including 89 internal audit reports, 4 evaluation reports and 75 investigation reports. A number of these reports focused on areas of particular strategic interest to the Organization, including Umoja and the International Public Sector Accounting Standards (IPSAS) implementations. Others represent significant advancements in the proactive investigation of fraud committed against the Organization by external parties. Another introduced evaluation scorecards to clearly outline the strengths and weaknesses of self-evaluation activities in the Organization. This work represents a culmination of the efforts of all OIOS staff members who are rightfully proud of our contribution towards improving the operations of the United Nations Secretariat and the agencies we serve.

This year on 29 July 2014, OIOS marked the twentieth anniversary since its inception through adoption by the General Assembly of its founding mandate resolution 48/218 B.

Although minor adjustments have been made over time, the basic key objective remains: to support the Secretary-General in his oversight responsibilities. A number of events and publications to celebrate this anniversary and the difference we make have taken place and are planned throughout 2014.

Internally, OIOS has implemented improvements in all divisions to help focus our work and improve accountability for our own resources. They include:

- Updating operating procedures and manuals
- Articulating programme impact pathways
- Setting performance indicators for managing key activities
- Assessing our own risks using Enterprise Risk Management (ERM)

In addition, OIOS is revising its risk-based planning process to leverage the results of the Organization-wide risk registers recently developed under the leadership of the Department of Management and the Management Committee in the context of implementing ERM. This will improve our ability to focus on strategic risks.

We acknowledge with thanks the support of the Secretary-General and senior management in accomplishing these results.

(*Signed*) Carman L. **Lapointe**
Under-Secretary-General for Internal Oversight Services

I. Introduction

1. The Office of Internal Oversight Services (OIOS) was established by the General Assembly pursuant to resolution 48/218 B to enhance oversight in the Organization. It is operationally independent, and assists the Secretary-General in fulfilling his internal oversight responsibilities in respect of resources and staff of the Organization through investigations, internal audit and inspection and evaluation activities.

2. The present report provides an overview of OIOS activities during the period from 1 July 2013 to 30 June 2014, but does not include oversight results pertaining to the Department of Peacekeeping Operations, the Department of Field Support or the peacekeeping and special political missions, which will be submitted to the General Assembly in part II of the report during the resumed part of the sixty-ninth session. An addendum to the present report provides a detailed analysis of the status of implementation of the recommendations, a breakdown of recommendations with financial implications and a complete list of all reports issued for all areas of OIOS work, including those relating to peacekeeping activities.

II. Professional initiatives

A. Efforts to strengthen the functioning of the Office of Internal Oversight Services

3. OIOS aims to carry out its work with the highest standards of professionalism and efficiency. The present section highlights some initiatives undertaken during the reporting period to achieve this goal.

Programme impact pathways

4. In 2013 OIOS launched an initiative to develop programme impact pathways to complement the Office's strategic framework and sharpen the focus of OIOS on results. Similar to a logical framework, the pathways provide a visual road map of inputs, activities, outputs, outcomes and impact and the causal relationships among these elements. Each division has developed its own programme impact pathway and accompanying indicators, which are monitored on a regular basis and published in the quarterly reports of OIOS.

Internal Audit Division

5. As part of its efforts to continue improving its processes and services in accordance with the Institute of Internal Auditors International Standards for the Professional Practice of Internal Auditing, the Internal Audit Division has implemented a robust quality assurance and improvement programme. It is designed to provide reasonable assurance to the various stakeholders that the Internal Audit Division: (a) performs its work according to the International Standards; (b) operates in an effective and efficient manner; and (c) is perceived by stakeholders as adding value and improving operations.

6. The Internal Audit Division is undertaking a review and revision of the Internal Audit Manual to include recent changes to the Standards and internal

procedures to make it more accessible to audit staff, resulting in higher levels of compliance and utility.

7. As recommended by the Independent Audit Advisory Committee (IAAC), the Internal Audit Division has established a number of performance metrics not only to ensure that it delivers on its mandate, strategy and goals, but also to enhance internal control over audit processes and to measure the outcome and impact of its activities on the Organization. The newly adopted system is being implemented in 2014, and measures performance under four perspectives: internal audit processes, management, audit committee, and staff.

Inspection and Evaluation Division

8. During the reporting period, the Inspection and Evaluation Division updated the Inspection and Evaluation Manual, first published in 2008, to reflect key advances and lessons learned and good practice. On a technical level, it includes many new areas of guidance, internal and external resources and a more interactive and user-friendly format. On a strategic level, the manual provides guidance to help the Division achieve high quality and credibility of evaluations. In addition, although the Inspection and Evaluation Division staff remains the manual's primary audience, it is now also geared towards its secondary audience, United Nations Secretariat evaluation colleagues and programme managers to strengthen also the self-evaluation functions in the Secretariat as well.

9. The Inspection and Evaluation Division also expanded its evaluation capacity development programme, initiated early in 2013. Monthly "Brown Bag Lunches" featured high-level speakers from inside and outside the Inspection and Evaluation Division and the United Nations, addressing topics ranging from evaluation techniques to managerial decision-making useful for evaluators. More than 20 hours of technical training on evaluation methodology and technique were also delivered during the period, benefiting from access to world-renowned technical experts. In addition to staff of the Inspection and Evaluation Division, more than 70 participants from 15 Secretariat entities participated in these events. These initiatives were welcomed by the Management Committee.

Investigations Division

10. In January 2014, the Professional Practices Section became the Operational Standards and Support Section with expanded terms of reference. The Section consists of the Intake, Analysis and Research Team and the Policy and Legal Support Team. The reconfiguration of the Section coincided with a streamlining of the report review process, with each of the three Investigations Division Deputy Directors now being directly accountable for the quality of the outputs produced by their teams. The main function of the Section is to provide support to the Director and regional offices through the Intake, Analysis and Research Team and the Policy and Legal Support Team. This includes overseeing the intake process, conducting advanced jurisdictional and programmatic research, acting as the focal point for the collection of best practices and lessons learned, formulating guidance and procedures, providing support to senior management for reporting purposes, conducting ad hoc and sample quality reviews and advising Deputy Directors and investigators on operational issues.

11. During the reporting period, the Investigations Division continued its efforts to help strengthen the investigation functions within the Secretariat. The Division developed and delivered a Prohibited Conduct Investigations Training Course and an Investigators Training Course. The five-day Prohibited Conduct Investigations Training Course is designed to equip non-investigator staff members with skills to enable them to participate in lay panels to examine reports of prohibited conduct under Secretary-General's bulletin ST/SGB/2008/5. The Division has delivered five such courses in Vienna, New York and Entebbe, with 96 participants; an additional bilingual course is planned for Geneva.

12. The more intensive two-week Investigators Training Course was delivered in Entebbe in September 2013, attended by 24 investigators from field security sections. The course involved interactive presentation of the theories, concepts and approaches relevant to administrative investigations and to the standards expected by the Tribunals. Following evaluation of the course, it has been further enhanced into a three-week programme, next scheduled for September 2014 for participants from Headquarters, offices away from Headquarters, and the field. The enhanced three-week course will be formalized as the Secretariat Investigator Standard Training Course, prerequisite for conducting higher priority investigations in conformity with the operating norms of the Investigations Division.

B. Cooperation and coordination

13. OIOS coordinates regularly with other United Nations oversight entities, including the Board of Auditors and the Joint Inspection Unit, to ensure that gaps, duplication and overlap in oversight work are minimized. Aside from sharing workplans, OIOS holds bimonthly meetings with the Board of Auditors and ad hoc meetings with the Joint Inspection Unit to discuss progress and issues of mutual interest. A tripartite meeting is held annually to address oversight and coordination issues.

14. OIOS recognizes the value and importance of fostering relationships with its functional peers. During the reporting period, OIOS professionals actively participated in their respective professional networks, as described below.

(a) The Internal Audit Division contributes actively to the work of the Representatives of Internal Audit Services of the United Nations Organizations and Multilateral Financial Institutions. In September 2013, OIOS made a presentation on innovations on recommendation follow-up and assurance opinions.

(b) During the 14th Conference of International Investigators in September 2013, the Investigations Division contributed to two sessions: rights and obligations during fact-finding investigations, and the conduct of retaliation investigations. In addition, OIOS has contributed to the formation of a formal network of the United Nations Representatives of Investigations Services. The first annual face-to-face meeting of the United Nations Representatives of Investigations Services will take place in conjunction with the 15th Conference of International Investigators being hosted by the European Anti-Fraud, OLAF, in October 2014.

(c) The Inspection and Evaluation Division has played a key role in the United Nations Evaluation Group (UNEG), with the Inspection and Evaluation Division Director serving as its Chair during a two-year period of strategic focus

and reform. The Inspection and Evaluation Division staff has also served on a number of specialized committees and task forces of the Group. OIOS has through these efforts contributed to improving evaluation practices, especially given its importance and relevance in the post-2015 development agenda.

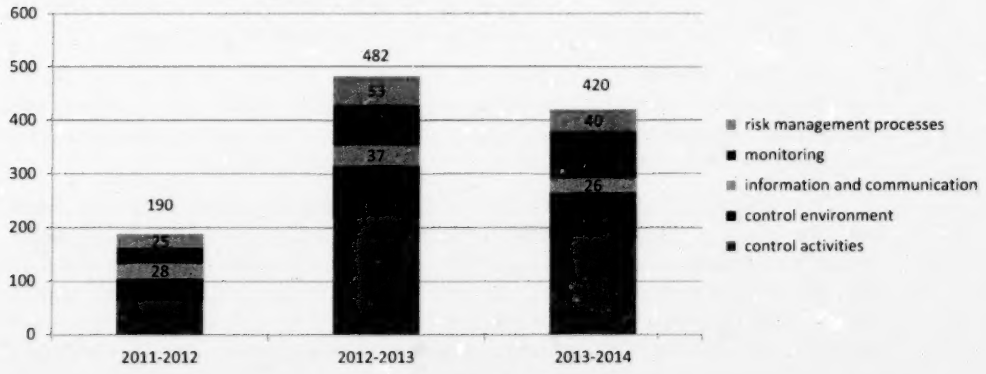
III. Impediments to the work of the Office of Internal Oversight Services

15. There was no inappropriate limitation of scope that impeded the work or independence of OIOS during the reporting period. However, it is becoming increasingly difficult to balance internal oversight requirements with the 16 separate funding sources for OIOS resources, particularly with respect to extrabudgetary-funded operations. OIOS is therefore currently conducting a full review of its funding arrangements, including their sufficiency and potential impacts on operational independence.

IV. Internal audit risk trend analysis

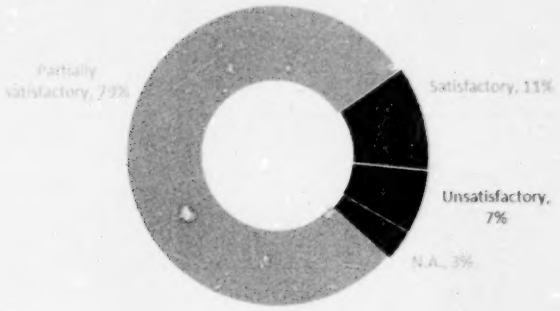
16. Audit recommendations were classified using the five integrated components of internal control: control environment, risk assessment, control activities, information and communication, and monitoring, as shown in figure I below for the past three years. In each of these years, the bulk of the recommendations related to the control activities component. Control activities are actions established by management to mitigate risks to achieving objectives. They vary by business process, but include such actions as developing acquisition plans, performing physical inventory counts and bank reconciliations, and carrying out account-closing procedures.

Figure I
Audit recommendations by control component



17. Figure II shows the distribution of overall ratings for 89 internal audit reports issued during the reporting period (excluding peacekeeping-related reports).

Figure II
Distribution of audit ratings,[a] 1 July 2013-30 June 2014

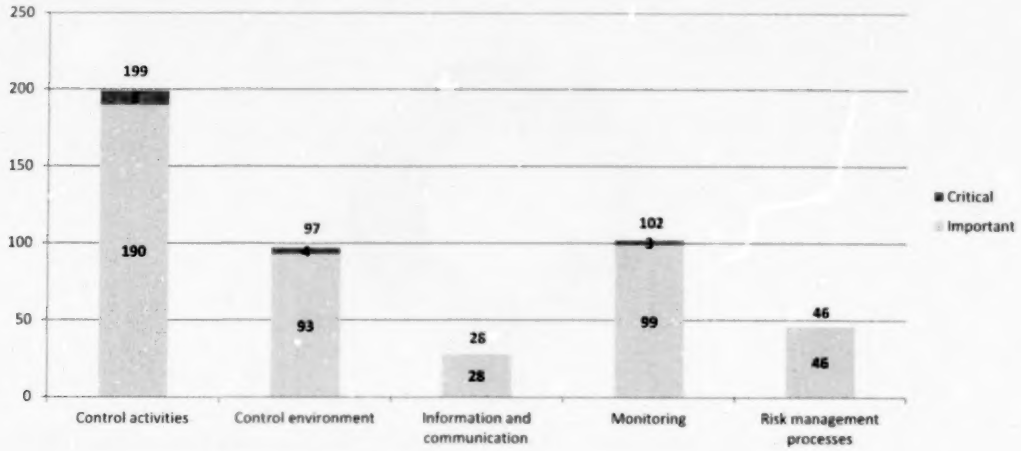


[a] Definitions for rating are as follows: "**Satisfactory**" that governance, risk management, and control processes are adequately designed and operating effectively to provide reasonable assurance regarding the achievement of control and or business objectives under review; "**Partially satisfactory**" means that important (but not critical or pervasive) deficiencies exist in governance, risk management or control processes, such that reasonable assurance may be at risk regarding the achievement of control and/or business objectives under review; "**Unsatisfactory**" means that one or more significant and/or pervasive important deficiencies exist in governance, risk management or control processes, such that reasonable assurance cannot be provided with regard to the achievement of control and/or business objectives under review.

18. Figure III shows the distribution of *critical* versus *important* [1] audit recommendations issued during the reporting period by control component. Specific information on all reports issued during the reporting period, including overall opinion ratings and the number of critical and important recommendations issued, can be found in the addendum to the present report. Full audit reports are published on the OIOS website.

[1] Definitions of recommendations include: "Critical" recommendations address significant and/or pervasive deficiencies or weaknesses in governance, risk management or internal control processes such that reasonable assurance cannot be provided regarding the achievement of control and/or business objectives under review; "Important" recommendations address reportable deficiencies or weaknesses in governance, risk management or internal control processes, such that reasonable assurance may be at risk regarding the achievement of control and/or business objectives under review.

Figure III
Audit recommendations on non-peacekeeping activities by control component, 1 July 2013-30 June 2014



V. Oversight results

19. This section provides selected oversight results for the period under review.

A. Internal Audit Division

Critical audit results by control component[2]

(a) Control environment

Audit of Office of the United Nations High Commissioner for Refugees operations in Mozambique (AR2013/113/05)

20. Office of the United Nations High Commissioner for Refugees (UNHCR) representation in Mozambique could not locate payment vouchers supporting expenditures in the amount of approximately $1.7 million. In addition, administrative and finance staff were performing incompatible functions. This exposed UNHCR to the risk of potential fraud, undetected waste, and the absence of accurate operational and financial data. OIOS recommended that UNHCR should locate the missing vouchers and ensure appropriate training for staff with administrative and finance functions. OIOS also recommended that UNHCR dedicate sufficient resources to the processing of payments and ensure appropriate segregation of duties; and put procedures in place for ensuring that processed payment vouchers are filed with their original supporting documents. UNHCR accepted the recommendations and was taking action to address the identified weaknesses.

[2] Critical recommendations result in "unsatisfactory" overall audit ratings. Pervasive important recommendations may also result in "unsatisfactory" overall audit ratings.

Audit of the implementation of the Murex system in the Investment Management Division of the United Nations Joint Staff Pension Fund (AT2013/801/01)

21. There were significant weaknesses in the implementation of Murex, a portfolio accounting and reconciliation system in the Investment Management Division of the United Nations Joint Staff Pension Fund (UNJSPF), initially budgeted at a cost of $3.9 million. Inadequate project management resulted in implementation delays and cost overruns. As a result, implementation of Murex was suspended. OIOS recommended that the Investment Management Division should document: (a) roles, responsibilities, and updated terms of reference of the governing bodies of the project; (b) governance mechanisms; (c) requirements and expected deliverables of the Murex system; (d) risk management plan; (e) change and quality controls; and (f) benefit realization plan with complete information on the expected benefits and costs, and the criteria for their evaluation.

22. In the same audit, changes to the scope of the Murex system had not been documented and justified, with corresponding updates on resources, timelines, expected impact, benefits, and costs. As a result, the Investment Management Division operated a partially automated trade processing system with manual reconciliations, reports, and analysis of exceptions. This condition limited the ability of the Investment Management Division to identify and address exceptions in the early stages of the trade processing life cycle, increasing its exposure to operational risks. OIOS recommended that the Investment Management Division develop planning and control mechanisms including detailed reports to monitor the implementation of the Murex project against timelines, with process and resource dependencies; and design and implement adequate compensating controls to operate the partially automated trade processing system with manual reconciliations, reports, and analysis of exceptions.

23. The Investment Management Division accepted the recommendations and suspended the Murex project pending the completion and results of an Investment Management Division Information Architecture and IT Infrastructure Assessment. It is expected that the request for proposals for the assessment will be completed in the third quarter of 2014.

Audit of the planning, delivery and monitoring of the information system services provided by the Division of Information Systems and Telecommunications in the Office of the United Nations High Commissioner for Refugees (AR2013/166/01)

24. Implementation of the connect and collaborate project did not follow the established Information and Communications Technology project management process. For example, the ICT Governance Board did not periodically monitor the project status; and the ICT Project Management Office did not carry out the required reviews of the project. In addition, the project manager had no access to project financial data or an overview of the budget levels, which hindered the effective management of available resources for project management support functions. As a result, the connect and collaborate project was marked by significant time and cost overruns and had only 12, out of about 300, sites completed by the target date of 31 December 2013. OIOS recommended that UNHCR should establish appropriate governance arrangements for the project consistent with the project management governance policies and practices. UNHCR accepted the recommendation and stated that governance arrangements for the connect and collaborate project had been

established and that the Project Steering Committee and monthly project reviews had been re-established.

(b) Control activities

Audit of Office of the United Nations High Commissioner for Refugees operations in Mozambique (AR2013/113/05)

25. Bank reconciliations were not performed accurately or in a timely manner. As a result, approximately $183,000 of offline payments in UNHCR representation in Mozambique were not detected and reconciled in a timely manner. OIOS recommended completing bank reconciliations for prior periods, developing an action plan to ensure that bank reconciliations are prepared on a monthly basis, and enhancing supervisory review of bank reconciliations. UNHCR accepted the recommendation and stated that bank reconciliations for prior periods were being finalized and that oversight had been established to ensure accurate monthly bank reconciliations.

Audit of the preparedness of information and communications technology applications supporting the implementation of the International Public Sector Accounting Standards (AT2012/510/01)

26. The delivery principle in IPSAS requires the recognition of expenses once the goods or services have been received, as opposed to the time of receipt of an invoice or payment in cash. System changes were being considered in addition to procedural changes that will be introduced to the timing of the recording of goods and services received. However, no decision had been made on the extraction methodology to be used for uploading the captured data, risking a lack of data integrity. OIOS recommended that the Office of Programme Planning, Budget and Accounts determine the system changes and methodology for extracting the data required for complying with the IPSAS "delivery principle". That Office accepted and implemented the recommendation.

27. In the same audit, the Secretariat did not have an adequate system for storing and processing data pertaining to real estate assets to meet the IPSAS requirements. The data resided across the Organization, in various formats, ranging from paper records to stand-alone ICT applications. OIOS recommended that the Office should provide technical guidance and assistance on how to gather, cleanse and prepare IPSAS-compliant data of real estate assets and ensure that its availability is in alignment with the IPSAS implementation timeline. The Office of Programme Planning, Budget and Accounts accepted the recommendation, and a web-based tool was designed to facilitate the collection of real estate information to be migrated to Umoja. In addition, the Office issued technical guidance to the missions and conducted workshops on the use of this tool to support opening balances.

28. Also, IPSAS-related change requirements for ICT applications across the Secretariat were not adequately identified and some offices did not receive sufficient information about the changes to be made to their local applications. Therefore, there was an increased risk that ICT applications may not be ready by the established deadline, affecting the successful implementation of IPSAS. OIOS recommended that the Office of Programme Planning, Budget and Accounts ensure that ICT preparedness activities across the Secretariat are in alignment with the

IPSAS timeline and put in place mitigating controls to avoid delays. The Office of Programme Planning, Budget and Accounts accepted the recommendation, took action to track the important changes in ICT using a project management tool, and reported to the Steering Committee.

29. Additionally, the transition plan prepared by the Office of Programme Planning, Budget and Accounts did not include all ICT applications across the Secretariat that would require changes to support the preparation of IPSAS-compliant financial reports, limiting the ability to capture and process IPSAS data across various offices. OIOS recommended that the Office of Programme Planning, Budget and Accounts should: (a) complete the identification of ICT applications providing key data relevant for the preparation of the IPSAS opening balances; (b) map key data sources, flows and applications; (c) assess the quality of existing data; and (d) define the procedures for capturing the financial data associated with IPSAS implementation across the Organization. The Office of Programme Planning, Budget and Accounts accepted and implemented the recommendation.

(c) Monitoring

Audit of Office of the United Nations High Commissioner for Refugees operations in Afghanistan (AR2013/141/03)

30. Owing to inadequate performance monitoring of implementing partners, UNHCR was unable to identify and address project management issues as well as non-compliance with established rules. For example, one implementing partner did not deliver the agreed outputs for a project costing $3.1 million, while another implementing partner exceeded the approved travel budget by approximately half, which was not identified during performance monitoring. OIOS recommended enhancing oversight and implementing procedures for periodic review and monitoring to ensure that agreed project deliverables are provided by implementing partners. OIOS also recommended that UNHCR should: (a) undertake a review of the project implemented by the partner to ascertain the extent to which project objectives were achieved and whether value for money was obtained; and (b) review payments made to the partner, in the context of the deliverables actually provided, and recover any payments that are considered to be excessive. UNHCR accepted the recommendations and stated that a number of measures had been taken to improve performance monitoring, including increased supervisory oversight and adoption of standard operating procedures. UNHCR explained that while all agreed project deliverables were not provided, UNHCR was of the view that the project provided valuable insight into the socioeconomic conditions of returning refugees and helped in guiding protection and programme interventions. UNHCR further stated that in their assessment, $291,075 had been overpaid to the partner for which recovery was initiated.

31. In addition, arrangements for financial monitoring of implementing partners were unsatisfactory as UNHCR offices did not prepare an annual monitoring and reporting plan in agreement with implementing partners; indicate the extent of monitoring and accounting checks conducted; and ensure that implementing partners took timely remedial action to rectify shortcomings identified by project control teams. As a result, the quality and standard of verification reports was inadequate, exposing UNHCR to overcharges and irregular transactions. OIOS

recommended that UNHCR should assign trained staff with appropriate skills to ensure proper financial verification of partners and strengthen arrangements for project control through the adoption of standard operating procedures. UNHCR accepted the recommendation and developed standard operating procedures to strengthen arrangements for financial verification and was in the process of assigning and training staff to conduct financial verifications.

Audit of the implementation of the Murex system in the Investment Management Division of the United Nations Joint Staff Pension Fund (AT2013/801/01)

32. The Investment Management Division did not adequately monitor the project budget for implementation of the Murex system. Project costs and budget appropriations were not consistently reported. There was no alignment between the project plan and the budget. As a result, approximately $576,000 in Murex licence fees and other implementation costs incurred in 2013 for additional services requested from the software vendor and other consultants were not accounted for and reported. OIOS recommended that the Division should implement adequate mechanisms for monitoring the budget appropriations and expenditures of the Murex project in a consistent, detailed and timely manner; and submit exception reports to the Steering Committee to ensure that expenditures are within budgetary allocations, and that any deviation is identified and reported in a timely manner. The Division accepted the recommendation and stated that the Murex project was suspended pending the completion and results of the Investment Management Division Information Architecture and IT Infrastructure Assessment.

B. Inspection and Evaluation Division

33. During the reporting period, the Inspection and Evaluation Division issued five non-peacekeeping reports. Highlights from some of those reports are provided below.

United Nations Secretariat Evaluation Scorecards 2010-2011(IED-13-006)

34. The Inspection and Evaluation Division issued the first in what will be a regular series of evaluation scorecards to complement the biennial report on "Strengthening the role of evaluation and the application of evaluation findings in programme design, delivery and policy directives", the most recent of which was submitted at the fifty-third session of the Committee for Programme and Coordination in June 2013 (A/68/70). These scorecards provide a candid assessment of evaluation capacity and practice of every entity in the Secretariat for the 2010-2011 biennium. In line with the results from the biennial report, these evaluation scorecards clearly indicate that the evaluation function in the Secretariat is still not adequate. Critical gaps must be addressed for evaluation to contribute to strengthening of organizational performance. Furthermore, there is a clear need for greater support to and guidance for self-evaluation. OIOS has introduced several new initiatives in this regard.

Programme evaluation of the United Nations Department of Safety and Security systems for information management and analysis (IED-14-003)

35. The operations of the Department of Safety and Security are grounded in the collection, analysis, synthesis and dissemination of safety and security information, the quality of which is essential to developing appropriate security measures to mitigate threats. OIOS commended the Department for the significant strides it has made since 2008 to strengthen and bolster its systems for information and analysis. However, there were gaps where further improvement was needed. OIOS made three important recommendations, which the Department accepted to strengthen its analytical capacity, conduct systematic user-feedback surveys to better consider the needs of users, and revisit current United Nations Security Managers Information Network access standards to ensure adequate access.

Programme Evaluation of the Economic Commission for Africa (IED-14-002)

36. The Inspection Evaluation Division focused on research and analysis work, of the Economic Commission for Africa (ECA) and the enabling role of its statistical work. OIOS determined that ECA is recognized as a pre-eminent continent-wide platform for consensus-building. Through its research and analysis work, ECA has facilitated Member States' decisions in a number of development arenas at the regional level, although there was limited evidence on how ECA's research and analysis influenced policy formulation, primarily because ECA lacked a systematic framework to track such influence. OIOS recommended that ECA operationalize its new communication and dissemination strategy for its research and analysis work, to guide divisions/offices in identifying target audiences and keep tabs on its publications' reach and use. OIOS also made four further important recommendations related to the implementation of ECA new business strategies adopted as part of the restructuring exercise that it had initiated in 2012; including that it better define the scope and content of its country profile analysis and engagement strategy vis-à-vis the national statistics offices and other organizations that deal with statistics in the region; and that it further strengthen its monitoring and evaluation capacities. As part of the restructuring initiated by ECA, the Business Strategies that are currently under implementation include: partnerships, capacity development, knowledge management, IT, communication, data management, country profiles, a Management Performance Dashboard and the staffing of the monitoring and evaluation section.

C. Investigations Division

37. From 1 July 2013 to 30 June 2014, 155 matters pertaining to non-peacekeeping operations were reported to the Investigations Division, comprising 35 per cent of all matters reported to it. Following evaluation by the Intake Committee, 40 matters were assigned internally for OIOS investigation, 36 were referred to other departments/offices, 17 were filed for information, 61 were placed in suspense and 1 resulted in no further action.

38. Table 1 shows the categories of the 40 matters predicated for internal OIOS investigation during the period and for the 36 referrals.

Table 1
Predicated investigations and referrals by category, 1 July 2013-30 June 2014

Category	*Number of OIOS investigations*	*Percentage of OIOS investigations*	*Number of referrals*	*Percentage of referrals*
Financial	10	25	4	11
Inventory/assets	3	8	1	3
Management	3	8	9	25
Personnel	16	40	15	42
Procurement	6	15	4	11
Programmatic	1	3	2	5
Sexual exploitation and abuse	–	0	–	0
Sexual harassment	1	3	1	3
Total	**40**	**100**	**36**	**100**

Investigation reports issued during the reporting period

39. In total, 75 non-peacekeeping investigation reports were issued during the reporting period. In 26 of those reports, the allegations were substantiated, while in 49 they were not (see table 2).

Table 2
Non-peacekeeping investigation reports issued as at 30 June 2014

Category	*2010-2011*	*2011-2012*	*2012-2013*	*2013-2014*
Financial	7	8	51	37
Inventory/assets	3	1	3	1
Management	9	1	4	3
Personnel	14	8	12	21
Procurement	6	7	10	10
Programmatic	2	–	1	3
Sexual exploitation and abuse	1	1	1	–
Sexual harassment	1	1	–	–
Total	**43**	**27**	**82**	**75**

40. Highlights of some of the non-peacekeeping investigations completed during the reporting period are provided below. All substantiated cases have been referred to relevant management for consideration of appropriate action.

United Nations Office at Geneva (Case No. 0285/13)

41. OIOS investigated allegations that a staff member of the United Nations Office at Geneva was demonstrating favouritism in the award of contracts to a UNOG vendor, and that the staff member's son employed by a partner firm of the favoured vendor was identified. While the allegations of favouritism were not substantiated,

the undisclosed conflict of interest with the partner firm of the vendor had been substantiated.

United Nations Office at Geneva (Cases Nos. 0370/11 and 0478/12)

42. The Office of Internal Oversight Services substantiated allegations that two staff members at UNOG had assisted a staff member on a United Nations mandatory proficiency test. The staff members had advised Human Resources Management Section, UNOG, that the candidate had successfully passed the test, knowing that the candidate had not.

Economic Commission for Europe (Case No. 0532/12)

43. OIOS substantiated allegations of harassment and abuse of authority by a senior staff member. During the investigation, OIOS substantiated further harassment and/or abuse of authority by the same staff member against five other staff members of the Economic Commission for Europe.

Office for the Coordination of Humanitarian Affairs (Cases Nos. 507/12, 079/13 and 080/13)

44. Working in collaboration under a memorandum of understanding with the Risk Management Unit of the United Nations country team for Somalia, OIOS received reports of suspicious activities involving funding for humanitarian aid in Somalia. Funding was provided by the United Nations Common Humanitarian Fund through the Office for the Coordination of Humanitarian Affairs, (OCHA) which acts as the Managing Agent for the Fund in Somalia. The three non-governmental organizations involved engaged in fraudulent practices resulting in the diversion and misappropriation of significant proportions of project funds through production of false acquittal documentation, duplication of project outcomes and expenditures across multiple donor agencies, and/or deliberate overbudgeting and underimplementation. Referrals were made to other agencies affected.

Case 507/12

45. One NGO was engaged to implement 16 Common Humanitarian Fund-funded projects totalling US$ 5.4 million, of which OIOS examined 12 reportedly "completed" projects valued at US$ 2.94 million. Of this amount, US$ 2.31 million, or 79 per cent of the projects' value, was determined by OIOS to be either fraudulently claimed or unsupported. While 80 per cent of the project funding had been (routinely) disbursed up-front, based on an early advisory from OIOS, disbursement of the final 20 per cent had been suspended.

Case 079/13

46. A second NGO was engaged under three separate agreements with a total value of US$ 850,000, all of which was disbursed by OCHA. However, the NGO had fabricated most of the expenditure documentation and falsely represented the level of implementation to OCHA. OIOS established that US$ 619,918, representing 73 per cent of the total value of the agreements, was fraudulently claimed or remains unsubstantiated.

Case 0080/13

47. A third NGO was engaged to implement three separate projects, with a total value of US$ 804,575. Funding amounting to $428,038, equivalent to 80 per cent of the value of two projects, had been disbursed to the NGO by OCHA. The NGO had fabricated fraudulent invoices, receipts and other records totalling US$ 390,467, equivalent to 73 per cent of the two contracts' values and 91 per cent of the amounts disbursed. Significantly, the fraudulent claims related to the purchase of commodities and services intended for the provision of emergency relief related to the 2010-2012 famine, which claimed the lives of thousands of Somalis, half of whom were children.

48. As of 30 June 2014, one related case remains under active investigation. The case relates to 10 agreements between OCHA and an implementing partner, valued at approximately $3.6 million.

United Nations Environment Programme (Case No. 300/12)

49. While conducting investigations in respect of related matters, evidence pointed to contributions from other United Nations Environment Programme (UNEP) corporate partners provided in support of a UNEP Children and Youth programme that had not been recorded in UNEP accounts, and had not been used for their intended purpose. A staff member had instructed those payments, amounting to at least US$ 323,000, to be transmitted to a company with whom he had personal and business interests.

United Nations International Criminal Tribunal for Rwanda (Case No. 0407/11)

50. Reports were substantiated that a staff member of the Travel, Traffic and Air Operations Services at the International Criminal Tribunal for Rwanda in Arusha, United Republic of Tanzania, solicited and received gifts and favours from International Criminal Tribunal for Rwanda travel vendors.

VI. Mandated reporting requirements

A. Capital master plan

51. In accordance with General Assembly resolution 62/87, OIOS is responsible for reporting on the activities of the Capital Master Plan Audit Section. OIOS has two auditors assigned to auditing the capital master plan operations. The approach continues to be risk-based, which conforms to the audit approach adopted by the Internal Audit Division.

Audit of selected guaranteed maximum price contracts in the Office of the Capital Master Plan (AC2013/514/01, report 2014/015 dated 27 March 2014)

52. The audit covered three out of four guaranteed maximum price contracts for swing spaces: 305 East 46th Street, 380 Madison Avenue and North Lawn Conference Building.

53. The Office of the Capital Master Plan had established stringent controls with regard to the review of invoices, change orders, contingency and allowance usage to ensure compliance with the terms of guaranteed maximum price contracts. While

the overall mandate of moving staff to swing spaces was achieved on time, owing to pressure on the construction schedule, the related guaranteed maximum price contracts were negotiated and executed before the technical documentation from architects and engineers was finalized. Requirements from stakeholders including host country authorities, utility companies, Department of Safety and Security and other user departments had likewise not been finalized before guaranteed maximum price contracts were signed, and in some cases were changing during contract execution, resulting in multiple changes in design documentation and a high percentage of change orders.

54. The Office of the Capital Master Plan was able to draw lessons learned from the experience gained during the capital master plan project, some of which, being applicable to future capital projects, were included in the eleventh annual progress report on the implementation of the capital master plan. OIOS recommended development of a lessons learned register to record good practices and institutional knowledge to assist in managing future Secretariat capital projects. The Department of Management accepted the recommendation and stated that the Office of Central Support Services was mandated to be the repository of lessons learned from major construction projects.

B. Construction of additional office facilities at the Economic Commission for Africa in Addis Ababa and the United Nations Office at Nairobi

55. In accordance with General Assembly resolution 63/263, OIOS is responsible for reporting on the activities relating to construction of additional office facilities at the Economic Commission for Africa (ECA) in Addis Ababa and the United Nations Office at Nairobi.

Management of the construction of the new office facilities at the Economic Commission for Africa (AC2012/710/01, report 2013/079)

56. The audit addressed the risk of cost overruns and delays in the completion of the project. The construction was delayed by 22 months resulting in additional costs to the United Nations, estimated by ECA at $171,482 a month, caused by the poor performance of the contractor. The monthly workplans based on the master schedule were not achieved and the coordination of the construction activities by the contractor was unsatisfactory. The contractor failed to deliver material submittals for approval, such as sample and technical specification mock-ups, a month after signing the contract, causing months of project delays. ECA and the Office of Central Support Services at the Department of Management took steps to mitigate the inefficiencies of the contractor and increased oversight of project controls. OIOS recommended that ECA should evaluate the poor performance of the contractor and take appropriate action.

Audit of the management of the post-construction phase of the new office facility at the United Nations Office at Nairobi (AA2013/211/01, report 2014/007)

57. The audit examined the processes followed in the administrative and financial handover and closure of the projects, and included a review of the final accounts. The construction of the new office facility was substantially completed on time and

within budget. The United Nations Office at Nairobi prepared and maintained a detailed and comprehensive register of lessons learned and good practices that could be replicated in similar projects within the United Nations Office at Nairobi and across the Organization. The United Nations Office at Nairobi established adequate and appropriate processes for the administrative and financial handover and closure of the project. However, controls in relation to the construction of the car park and the administration of the post-installation activities of the solar photo-voltaic (p-v) system required strengthening. It was also necessary to undertake vendor performance evaluations to assess fulfilment of contractual obligations; strengthen project management processes, including oversight over the rectification of construction defects to facilitate timely closure of projects; and monitor compliance with the terms and conditions of the contract for maintenance, training of staff and guarantees for the solar p-v system.

C. United Nations Compensation Commission

58. In accordance with General Assembly resolutions 59/270 and 59/271, OIOS submits details of its oversight activities relating to the United Nations Compensation Commission in the reporting period.

59. The Compensation Commission was created in 1991 as a subsidiary organ of the Security Council to process claims and pay compensation for losses and damages suffered as a direct result of Iraq's invasion and occupation of Kuwait. Successful claimants are paid out of the Compensation Fund which receives 5 per cent of Iraqi oil export revenues.

60. As at the end of April 2014, the Compensation Commission had paid $45.5 billion out of the total of $52.4 billion in compensation awards, leaving an outstanding balance of $6.9 billion owing to the one remaining claim.

61. The Compensation Commission made available an amount of $50,000 per year for internal audit resources for 2013 and 2014. OIOS used those resources to undertake two audits at the Compensation Commission.

62. The report on the audit of the Compensation Commission claims payments for the period from September 2012 to October 2013 (AE2013/820/01) was issued in April 2014. OIOS assessed that the Compensation Commission continued to have effective arrangements in place to ensure that compensation awards were disbursed and that payment records were accurate, properly documented and in compliance with Governing Council decisions and United Nations Financial Regulations and Rules. In addition, reporting on programme and financial performance, including the receipt and monitoring of Compensation Fund revenues, continued to function as intended.

63. With the mandate under the Compensation Commission follow-up programme for environmental awards concluded by the Council in late 2013 and the outstanding compensation projected to be paid in full in late 2015, at the request of the Compensation Commission Secretariat, an audit of the Compensation Commission liquidation preparedness began in January 2014 and was still ongoing as at 30 June 2014.

Annex

Overview of mandated reporting requirements

The categories of information to be included in the annual reports of OIOS are set out as follows:

(a) Secretary-General's bulletin ST/SGB/273, para. 28:

(i) A description of significant problems, abuses and deficiencies and related OIOS recommendations;

(ii) Recommendations not approved by the Secretary-General;

(iii) Recommendations in previous reports on which corrective action has not been completed (see A/68/337 (Part I)/Add.1, where applicable);

(iv) Decision from a previous period revised by management;

(v) Recommendations on which agreement could not be reached with management or with regard to which requested information or assistance was refused (see A/68/337 (Part I)/Add.1, where applicable);

(vi) The value of cost savings recommended and amounts recovered (see A/68/337 (Part I)/Add.1);

(b) General Assembly resolution 56/246:

(i) Information regarding the implementation rate of the recommendations of the previous three reporting periods (see A/68/337 (Part I)/Add.1);

(ii) Information regarding the impact of the reorganization of OIOS on its work;

(iii) Reporting separately on those recommendations that have been implemented, those that are in the process of being implemented and those for which no implementation process is under way, and the reasons for their non-implementation (see A/68/337 (Part I)/Add.1);

(c) General Assembly resolutions 57/292 and 60/282: reporting on oversight activities conducted throughout the phases of the capital master plan project in the context of the annual reports of OIOS;

(d) General Assembly resolutions 59/270 and 59/271: provision of internal oversight of the entire claims process of the United Nations Compensation Commission and reporting regularly thereon in the context of the annual reports of OIOS;

(e) General Assembly resolution 59/272: the requirement that annual reports contain titles and brief summaries of all reports of OIOS issued during the year (see A/68/337 (Part I)/Add.1);

(f) General Assembly resolution 62/87: the request that OIOS ensure effective audit coverage of the capital master plan and submit to the General Assembly all its reports related to its implementation;

(g) General Assembly resolution 63/263: the request that OIOS ensure effective audit coverage of the construction of additional office facilities at the

Economic Commission for Africa in Addis Ababa and the United Nations Office at Nairobi;

(h) General Assembly resolution 66/236: encourages OIOS to continue to identify in its analysis in future annual reports general trends and strategic challenges over time regarding internal oversight in the United Nations, including an update on all critical recommendations and taking into account the risk category and the target date for implementation and the office concerned that is to be held accountable for such implementation;

(i) General Assembly resolution 67/258: encourages OIOS, in future annual reports, to further enhance its analysis of general trends and strategic challenges regarding internal oversight in the United Nations and to include an update of all critical recommendations, taking into account the risk category, the target date for implementation and the office to be held accountable for such implementation.

United Nations A/69/308 (Part I)/Add.1

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Report on the activities of the Office of Internal Oversight Services

Activities of the Office of Internal Oversight Services for the period from 1 July 2013 to 30 June 2014

Addendum

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* A/69/150.

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Abbreviations and acronyms

AMISOM	African Union Mission in Somalia
BINUCA	United Nations Integrated Peacebuilding Office in the Central African Republic
BNUB	United Nations Office in Burundi
CTED	Counter-Terrorism Committee Executive Directorate
DESA	Department of Economic and Social Affairs
DFS	Department of Field Support
DGACM	Department for General Assembly and Conference Management
DM	Department of Management
DPA	Department of Political Affairs
DPI	Department of Public Information
DPKO	Department of Peacekeeping Operations
DSS	Department of Safety and Security
ECA	Economic Commission for Africa
ECE	Economic Commission for Europe
ECLAC	Economic Commission for Latin America and the Caribbean
EOSG	Executive Office of the Secretary-General
ESCAP	Economic and Social Commission for Asia and the Pacific
ESCWA	Economic and Social Commission for Western Asia
ICT	Information and Communication Technology
ICTR	International Criminal Tribunal for Rwanda
ICTY	International Criminal Tribunal for the Former Yugoslavia
IPSAS	International Public Sector Accounting Standards
ISDR	International Strategy for Disaster Reduction
ITC	International Trade Centre
MINURCAT	United Nations Mission in the Central African Republic and Chad
MINUSTAH	United Nations Stabilization Mission in Haiti
MONUC/MONUSCO	United Nations Organization Mission in the Democratic Republic of the Congo/United Nations Organization Stabilization Mission in the Democratic Republic of the Congo
OCHA	Office for the Coordination of Humanitarian Affairs

OCSS	Office of Central Support Services
OHCHR	Office of the United Nations High Commissioner for Human Rights
OIOS	Office of Internal Oversight Services
OLA	Office of Legal Affairs
OOSA	Office for Outer Space Affairs
OSAA	Office of the Special Adviser on Africa
PBSO	United Nations Peacebuilding Support Office
RSCE	Regional Service Centre Entebbe
UNAMA	United Nations Assistance Mission in Afghanistan
UNAMI	United Nations Assistance Mission for Iraq
UNAMID	African Union-United Nations Hybrid Operation in Darfur
UNCC	United Nations Compensation Commission
UNCCD	United Nations Convention to Combat Desertification
UNCTAD	United Nations Conference on Trade and Development
UNDOF	United Nations Disengagement Observer Force
UNEP	United Nations Environment Programme
UNFCCC	United Nations Framework Convention on Climate Change
UNFICYP	United Nations Peacekeeping Force in Cyprus
UNFIP	United Nations Fund for International Partnerships
UN-Habitat	United Nations Human Settlements Programme
UNHCR	Office of the United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNICRI	United Nations Interregional Crime and Justice Research Institute
UNIDIR	United Nations Institute for Disarmament Research
UNIDO	United Nations Industrial Development Organization
UNIFIL	United Nations Interim Force in Lebanon
UNIOGBIS	United Nations Integrated Peacebuilding Office in Guinea-Bissau
UNISFA	United Nations Interim Security Force for Abyei
UNJSPF	United Nations Joint Staff Pension Fund
UNJSPF-IMD	United Nations Joint Staff Pension Fund-Investment Management Division

UNMIL	United Nations Mission in Liberia
UNMISS	United Nations Mission in South Sudan
UNMIT	United Nations Integrated Mission in Timor-Leste
UNMOGIP	United Nations Military Observer Group in India and Pakistan
UNOCA	United Nations Regional Office for Central Africa
UNOCI	United Nations Operation in Côte d'Ivoire
UNODA	United Nations Office for Disarmament Affairs
UNODC	United Nations Office on Drugs and Crime
UNOG	United Nations Office at Geneva
UNOMS	Office of the United Nations Ombudsman and Mediation Services
UNON	United Nations Office at Nairobi
UNOV	United Nations Office at Vienna
UNPOS	United Nations Political Office for Somalia
UNPSO	United Nations peace support operations
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
UNSCO	Office of the United Nations Special Coordinator for the Middle East Peace Process
UNSCOL	Office of the Special Coordinator for Lebanon
UNSOA	United Nations Support Office for the African Union Mission in Somalia
UNTSO	United Nations Truce Supervision Organization
UNU	United Nations University
UNV	United Nations Volunteers programme

I. Introduction

1. The present addendum provides information about the status of implementation of recommendations issued by OIOS. The report is divided into five main sections (II-VI). Section II provides an overall assessment of the implementation of recommendations. Section III provides a breakdown of open recommendations, by United Nations entity. Section IV includes a list of critical recommendations of which the implementation is past due. Section V includes OIOS recommendations with financial implications. Section VI consists of a list of all of the oversight reports issued by OIOS between 1 July 2013 and 30 June 2014.

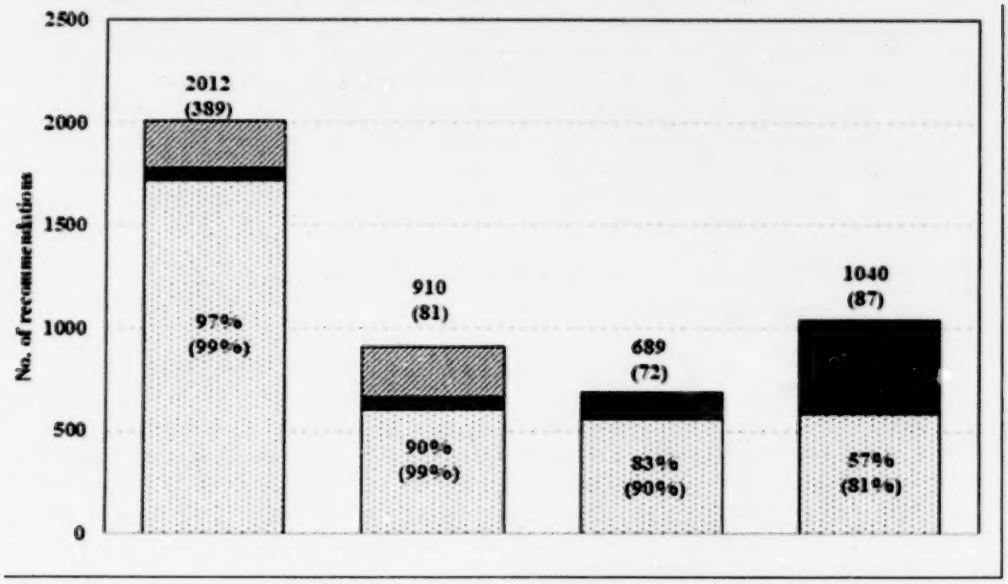
II. Overall assessment of the implementation of recommendations

2. The figure below provides a breakdown of the status of implementation of recommendations issued from 1 January 2010 to 31 December 2013, including the implementation rate for each of those calendar years. [1] During the period from 1 January to 31 December 2013, OIOS issued 1,040 recommendations to United Nations entities. Of those, 87 (8 per cent) were deemed critical. As at 31 December 2013, programme managers had implemented 584 (57 per cent) of all the recommendations issued during the calendar year, including 70 (81 per cent) of the critical recommendations issued during 2013.[2]

[1] The most recent follow-up of important recommendations was carried out in January 2014 for recommendations issued as at 31 December 2013, in accordance with the new follow-up schedule established in 2011 (see A/67/297 (Part I)). Critical recommendations due for implementation are followed up on a quarterly basis; therefore their status is as at 30 June 2014 for recommendations issued up to the end of December 2013. The information given in the figure is provided by calendar year to ensure compatibility with past calendar years and to ensure consistency with the performance data used in the senior managers' compacts.

[2] It is to be noted that the implementation rates of all recommendations and of critical recommendations are based on the total number of implemented recommendations divided by the number of recommendations issued, excluding those that have been closed.

Status of recommendations issued from 1 January 2010 to 31 December 2013 as at 30 January 2014, and implementation rates[a]



	2010	*2011*	*2012*	*2013*
Closed	236 (21)	241 (8)	15 (2)	13 (1)
Pending	57 (2)	65 (1)	116 (7)	443 (16)
Implemented	1 719 (366)	604 (72)	558 (63)	584 (70)

[a] Critical recommendations and the corresponding implementation rates are given in parentheses. A recommendation may be "closed" when, inter alia, it is overtaken by events or when management accepts responsibility for residual risk arising from the non-implementation of the recommendation. In addition, "closed" recommendations include those that may have been reclassified as "opportunities for improvement" as a result of OIOS review of all outstanding recommendations in 2011. It is to be noted that the implementation rates of all recommendations and of critical recommendations are based on the total number of implemented recommendations divided by the number of recommendations issued, excluding those that have been closed.

III. Analysis of open recommendations

3. Table 1 provides information about the status of all outstanding recommendations issued up to the end of 30 June 2014 for each United Nations department/office. Of the 1,066 recommendations, there were 39 critical recommendations outstanding (4 per cent), the implementation of 25 of which was past due (i.e., the target date had been missed) and of 14 was not yet due. Specific

information on critical recommendations for which implementation is overdue, including the management's response, is provided in section IV.

Table 1
Breakdown of open recommendations by status, and implementation schedule for all outstanding critical recommendations issued up to 30 June 2014

	Outstanding recommendations			*Critical recommendation implementation schedule*		
	Total	*Important*	*Critical*	*Second half of 2014*	*2015*	*Past due*
BINUCA	3	3				
DESA	3	3				
DFS	85	82	3			3
DM	128	124	4			4
DPA	7	7				
DPI	4	4				
DPKO	14	13	1		1	
DSS	5	5				
ECA	8	7	1	1		
ECE	11	11				
ECLAC	2	2				
EOSG	9	9				
ESCAP	3	3				
Ethics Office	4	4				
ICTR	16	15	1		1	
ICTY	19	19				
ISDR	1	1				
ITC	13	13				
MINUSTAH	32	30	2	1		1
MONUSCO	12	11	1			1
OCHA	19	19				
OHCHR	11	11				
OLA	2	2				
OOSA	1	1				
OSAA	6	6				
UNAMA	10	10				
UNAMI	39	37	2			2
UNAMID	32	30	2			2
UNCTAD	9	9				
UNDOF	1	1				
UNEP	32	32				
UNFCCC	22	21	1			1

	Outstanding recommendations			*Critical recommendation implementation schedule*		
	Total	*Important*	*Critical*	*Second half of 2014*	*2015*	*Past due*
UNFICYP	2	2				
UNFIP	2	2				
UN-Habitat	15	15				
UNHCR	180	168	12	4		8
UNIDIR	4	4				
UNIDO	1	1				
UNIFIL	15	15				
UNIOGBIS	4	4				
UNISFA	4	4				
UNJSPF	13	10	3	3		
UNJSPF-IMD	10	10				
UNMIL	28	28				
UNMISS	52	49	3	1		2
UNMOGIP	1	1				
UNOCA	1	1				
UNOCI	39	38	1	1		
UNODC	34	34				
UNOG	22	22				
UNOMS	1	1				
UNON	36	35	1	1		
UNOV	6	6				
UNPSO	4	4				
UNSCO	2	2				
UNSOA	21	20	1			1
UNTSO	4	4				
UNV	2	2				
Total outstanding	**1 066**	**1 027**	**39**	**12**	**2**	**25**

IV. Critical recommendations for which implementation is past due

4. Table 2 provides details of critical recommendations for which implementation is overdue, together with the management's latest update on the progress made to date.

Table 2
Critical recommendations for which implementation is past due

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
DFS	Trust Fund for the support of the activities of MINURCAT (AP2010/636/11)	DFS, in consultation with the Office of Programme Planning, Budget and Accounts, taking into account the circumstances that led to control failures in implementing, monitoring and reporting on the Trust Fund for MINURCAT, should: (a) clarify roles and responsibilities between the Controller, the Department and missions for trust funds pertaining to field missions; (b) ensure that the terms of reference for trust funds reflect the clarified roles and responsibilities; and (c) implement adequate monitoring for compliance with the policy provisions. *Client response June 2014: in progress. The matrix is in the final review stage. The document will be promulgated during the third quarter of 2014.*	13 June 2011	31 March 2012	30 September 2014
DFS	Audit of waste management in field missions (AP2012/615/02)	Confidential. *Client response June 2014: in progress.*	31 May 2013	30 April 2014	–

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
DM	Procurement activities at UNON (AA2009/211/02)	DM should amend the delegation of authority of the Director, Division of Administrative Services, to include procurement for UNEP and UN-Habitat funded from the regular budget. *Client response June 2014: in progress. The discussion on the revised version of the Financial Rules of UNEP and UN-Habitat is ongoing. Additional consultation has been undertaken in the context of Umoja implementation in Nairobi.*	19 October 2010	30 June 2012	30 September 2014
DM	Management of the delegation of authority (AH2007/510/01)	DM, in consultation with OLA, should review and revise the Secretary-General's bulletin on the organization of the Secretariat to reflect changes that have occurred since its promulgation in 2002. *Client response June 2014: in progress. EOSG, OLA and DM are discussing a few issues before the revised ST/SGB is finalized.*	1 April 2008	31 December 2012	30 September 2014
DM	Non-expendable property at Headquarters (AH2011/513/03)	OCSS should assist departments and offices to develop detailed processes, e.g. standard operating procedures, to enable them to create, maintain and update their property and inventory control records. *Client response June 2014: in progress. The revised ST/AI for property management is still with OLA for final review before promulgation.*	7 May 2012	31 March 2013	30 September 2014

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
DM	Non-expendable property at Headquarters (AH2011/513/03)	OCSS should clarify the methodology for conducting the physical verification of non-expendable property to ensure that the results of the exercise can be used to confirm the existence of non-expendable property reported in the financial statements. *Client response June 2014: in progress. The draft standard operating procedures are currently being enhanced based on OIOS findings in its recently finalized audit on physical verification and the submission of the opening balance.*	7 May 2012	31 March 2013	30 September 2014
MINUSTAH	Audit of local procurement in MINUSTAH (AP2012/683/03)	MINUSTAH should strengthen the capacity of the Procurement Section by filling vacant posts and providing additional training and guidance to relevant staff. *Client response March 2014: in progress. The relevant staff of self-accounting units and those involved in the procurement process were instructed to undertake the online procurement training courses offered by the Procurement Division.*	27 September 2013	31 October 2013	30 November 2014
MONUSCO	Audit of waste management in field missions (AP2012/615/02)	Confidential. *Client response June 2014: in progress.*	31 May 2013	30 October 2013	31 December 2014

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
UNAMI	Management of engineering projects in UNAMI (AP2011/812/07)	UNAMI should, in consultation with DFS, carry out an administrative review of all contracts managed by the Engineering and Building Management Section with the aim of identifying other overpayments, and initiate action, where appropriate. *Client response June 2014: in progress. The selection of the Contract Management Officer has been finalized and on-boarding is in progress.*	29 November 2012	31 December 2012	30 September 2014
UNAMI	Management of engineering projects in UNAMI (AP2011/812/07)	UNAMI should, in consultation with DFS, put in place appropriate structures and procedures for the management of engineering projects. Those include: (a) a project management committee to help in the identification, approval and oversight of projects; (b) experienced managers for projects; and (c) procedures and requirements for monitoring and reporting on the implementation of projects. *Client response June 2014: in progress. Full implementation is dependent on the Contract Management Officer being on board.*	29 November 2012	31 March 2013	30 September 2014
UNAMID	Audit of safety and security in UNAMID (AP2012/634/04)	UNAMID should enhance security measures and ensure that they meet minimum operating security standards. *Client response June 2014: in progress.*	20 June 2013	31 July 2013	31 December 2014

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
UNAMID	Audit of safety and security in UNAMID (AP2012/634/04)	UNAMID should remind staff of their responsibility to complete mandatory security training. Also, a system should be established to monitor and report on compliance. *Client response June 2014: in progress.*	20 June 2013	31 July 2013	31 July 2014
UNFCCC	Audit of information and communication technology governance and security management at the UNFCCC secretariat (AT2008/241/01)	The UNFCCC secretariat should formalize its business continuity policy and strategy. *Client response July 2014: in progress. The Information Technology Section has defined the structure and prepared a draft information and communications technology (ICT) business continuity plan.*	4 November 2009	30 June 2012	30 September 2014
UNHCR	Audit of UNHCR operations in Somalia 2011 (AR2011/112/02)	The UNHCR representation in Somalia should implement the required security. *Client response January 2014: in progress. The assessment of compliance with minimum operating standards for all UNHCR offices in Somalia was conducted and the report submitted to Headquarters.*	24 December 2012	31 March 2012	31 December 2013
UNHCR	UNHCR information technology security (AR2008/166/01)	The Division of Information Systems and Telecommunications should, in coordination with the senior management, formulate a comprehensive information security policy to protect UNHCR information assets. *Client response May 2014: in progress. The revised ICT security policy and the ICT security operations and controls guidelines are being finalized.*	17 October 2008	31 December 2012	–

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
UNHCR	Audit of UNHCR operations in Ethiopia 2012 (AR2012/112/03)	UNHCR should engage with the Government of Ethiopia to seek redress for the breaches of the country agreement, the implementing partner agreement and the provisions of the right of use agreements by the Government implementing partner. *Client response November 2013: in progress. Met with government officials to secure commitment to take corrective action.*	25 March 2013	31 December 2013	–
UNHCR	Audit of UNHCR operations in Ethiopia 2012 (AR2012/112/03)	The UNHCR representation in Ethiopia should implement an action plan to follow up on all recommendations in the external audit reports of implementing partners, including: (a) assessing the validity of commitments reported as expenditures ($563,000) and unauthorized overexpenditures ($1.8 million); (b) recovering unsupported expenditures ($51,000); (c) addressing weaknesses identified at all implementing partners, including weak budget monitoring and procurement and asset controls; and (d) assessing whether to reduce project activities given to implementing partners in order to reduce the risk of loss of financial resources. *Client response November 2013: in progress. Validation and recovery in progress. Training has taken place to address weaknesses at the implementing partners.*	25 March 2013	31 December 2013	–

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
UNHCR	Audit of UNHCR operations in Ethiopia 2012 (AR2012/112/03)	The UNHCR representation in Ethiopia should develop an action plan to ensure that the results-based management framework is used to define adequate performance indicators and targets for each of the implementing partner agreements, in order to periodically gauge the envisioned level of achievement of UNHCR standards. *Client response November 2013: in progress. Results-based management training sessions have been conducted.*	25 March 2013	31 December 2013	–
UNHCR	Audit of UNHCR operations in Mozambique 2013 (AR2013/113/05)	The UNHCR representation in Mozambique should: ensure that it has sufficient staff resources dedicated to the processing of payment vouchers and an appropriate segregation of duties in all of its offices and put procedures in place to ensure that processed payment vouchers are filed with their original supporting documents, as required by the UNHCR manual. *Client response December 2013: in progress. The delegation of authority plan had been revised and other implementation was in progress.*	30 December 2013	31 January 2014	–

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
UNHCR	Audit of UNHCR operations in Mozambique 2013 (AR2013/113/05)	The UNHCR representation in Mozambique should: (a) arrange for the staff handling administrative and finance functions to complete mandatory training sessions, including those for IPSAS, the management system renewal project and the Focus system; and (b) locate the 67 missing payment vouchers and review them to ensure that they are appropriately supported by original invoices and certifications of the receipt of relevant goods and services. *Client response December 2013: in progress. Staff members had completed IPSAS training and other implementation was in progress.*	30 December 2013	31 March 2014	–
UNHCR	Audit of UNHCR operations in Mozambique 2013 (AR2013/113/05)	The UNHCR representation in Mozambique should: (a) put in place an action plan and enhance supervisory oversight to ensure that bank reconciliations are consistently prepared on a monthly basis; (b) finalize the reconstruction of bank reconciliations for prior periods; and (c) ensure that offline payments are reconciled and recorded in the "Managing for systems, resources and people" system. *Client response December 2013: in progress. A plan had been established for the process of reconstruction of the bank reconciliation and other implementation was in progress.*	30 December 2013	31 March 2014	–

Entity	*Audit title*	*Recommendation*	*Report date*	*Target date*	*New estimated completion date*
UNMISS	Audit of medical services at UNMISS (AP2013/633/02)	UNMISS should conduct a mission-wide inspection of medical facilities and ensure that clinics and hospitals meet the required standards, especially with regard to medical equipment. *Client response June 2014: in progress. The inspection of medical facilities was delayed due to the security situation in the mission area following the December 2013 crisis.*	5 December 2013	31 March 2014	30 November 2014
UNMISS	Audit of waste management at UNMISS (AP2013/633/11)	Confidential. *Client response June 2014: in progress.*	11 June 2014	30 June 2014	31 December 2014
UNSOA	Safety and security at UNSOA (AP2011/638/03)	Confidential. *Client response June 2014: in progress.*	8 June 2012	31 December 2012	31 December 2014

V. Financial implications of recommendations of the Office of Internal Oversight Services

5. Table 3 provides a summary of OIOS recommendations with financial implications. OIOS classifies financial implications into several categories, including loss and waste of resources, recovery, expenditure reduction, additional income and budget reduction.

6. During the reporting period, OIOS identified $13.8 million in recoveries and expenditure reduction, of which $2.4 million were realized during that period.

Table 3
Financial implications of OIOS recommendations, 1 July 2013-30 June 2014

(United States dollars)

Entity	*Assignment number*	*Description*	*Estimated amount*	*Realized amount*
DM	0497/11	Recovery of insurance fraud	1 584	
ECA	0354/12	Recovery of fraudulent education grant claims	40 559	
ICTR	0434/12	Recovery of fraudulent education grant claims		16 783
ITC	AE2013/350/01	Recovery of rental subsidy overpayment	90 500	0
OCHA	0079/13	Recovery of fraudulent expenses from an implementing partner	619 918	
OCHA	0080/13	Recovery of fraudulent expenses from an implementing partner	390 467	
OCHA	0507/12	Recovery of fraudulent expenses from an implementing partner	2 310 000	
OLA	0327/12	Recovery of fraudulent education grant claims	197 812	
UNHCR	AR2013/113/03	Recovery of staff advances	103 349	0
UNHCR	AR2013/112/02	Recovery of value added taxes paid to the Government	1 980 000	0
UNHCR	AR2013/131/01	Savings from cost-effective funds transfer arrangements	100 000	0
UNHCR	AR2013/131/01	Recovery of overpayments	100 000	0
UNHCR	AR2013/131/01	Recovery of overpayments	182 000	0
UNHCR	AR2013/141/03	Recovery of overpayments	291 075	0
UNHCR	AR2013/151/02	Recovery of overpayments	47 500	0
UNISFA	AP2013/633/05	Recovery of costs	162 243	162 243
UNMISS	AP2012/633/06	Recovery of costs	5 144 804	782 113
UNOG	AE2013/311/01	Recovery of costs associated with personal telephone calls	325 000	0

UNON	0410/12	Recovery of payroll fraud	152 727	
UNSOA	AP2013/638/04	Recovery of value added taxes paid to the Government	1 600 000	1 530 000
Total			**13 836 182**	**2 491 139**

VI. Reports issued during the reporting period

7. During the 12-month period from 1 July 2013 to 30 June 2014, OIOS issued 326 oversight reports, including 5 reports to the General Assembly and 92 closure reports. Table 4 provides a list of all the reports issued during the reporting period.

Table 4
Reports issued during the period from 1 July 2013 to 30 June 2014

A. Reports to the General Assembly

Symbol	*Date*	*Subject*
A/68/337 (Part I)	19 August 2013	Activities of OIOS for the period from 1 July 2012 to 30 June 2013
A/68/337 (Part I)/Add.1	19 August 2013	Activities of OIOS for the period from 1 July 2012 to 30 June 2013: addendum
A/68/337 (Part II)	25 February 2014	Activities of OIOS on peace operations for the period 1 January to 31 December 2013
A/68/787	7 March 2014	Evaluation of the implementation and results of protection of civilians mandates in United Nations peacekeeping operations
E/AC.51/2014/2	20 March 2014	Triennial review of the implementation of recommendations made by the Committee for Programme and Coordination at its fifty-first session on the programme evaluation of the Department of Economic and Social Affairs

B. Reports to programme managers issued by the Internal Audit Division

Entity	*Issue date*	*Audit report subject*	*Report rating*	*Number of recommendations*	
				Critical	*Important*
DESA	14 February 2014	Management of capacity development activities in the Department of Economic and Social Affairs	Satisfactory	0	0
DESA, DM, OLA	3 February 2014	United Nations Secretariat management of the United Nations assistance to the Khmer Rouge trials technical cooperation project	Partially satisfactory	0	3
DFS	18 July 2013	Preparedness of the Department of Field Support and field mission for the implementation of IPSAS for property, plant, equipment and inventory	Partially satisfactory	17	35
	8 November 2013	Preparedness of the Regional Service Centre in Entebbe for the implementation of IPSAS	Partially satisfactory	0	2
	5 December 2013	Receiving and inspection activities in field missions	Partially satisfactory	0	23
	12 May 2014	Transportation and Movements Integrated Control Centre in the Regional Service Centre in Entebbe and DFS	Partially satisfactory	0	5
	10 June 2014	Field central review bodies within DFS and the staff selection process in selected field missions	Partially satisfactory	0	17
DFS, DM	18 November 2013	Preparedness of United Nations Global Service Centre for the implementation of IPSAS for property, plant, equipment and inventory	Partially satisfactory	0	3
DFS, DM, DPA	24 September 2013	Quality of reporting to donors on extrabudgetary funds in the Secretariat	Partially satisfactory	0	5
DM	19 July 2013	Management of the project to implement IPSAS in the Secretariat	Partially satisfactory	0	5
	23 August 2013	Process for determining locally recruited staff salary scales at non-Headquarters duty stations	Partially satisfactory	0	8
	18 September 2013	Maintenance and building services provided by OCSS at Headquarters	Partially satisfactory	0	7
	4 December 2013	Procurement activities at the Regional Procurement Office in Entebbe	Partially satisfactory	0	5
	30 January 2014	Information and communications technology help desk operations at United Nations Headquarters	Partially satisfactory	0	13
	25 March 2014	Management of the Young Professionals Programme	Partially satisfactory	0	5
	17 April 2014	Procurement, administration and management of freight forwarding contracts by DM in support of peacekeeping operations	Satisfactory	0	0
	26 June 2014	Process of reporting cases of fraud or presumptive fraud in financial statements	Partially satisfactory	0	4
	30 June 2014	Use of temporary appointments	Partially satisfactory	0	3
DM, UNOV/ UNODC	24 September 2013	Preparedness of information and communications technology applications supporting the implementation of IPSAS	Unsatisfactory	4	10
DM-CMP	27 March 2014	Selected guaranteed maximum price contracts in the Office of the Capital Master Plan	Partially satisfactory	0	1

Entity	Issue date	Audit report subject	Report rating	Number of recommendations	
				Critical	Important
ECA	27 September 2013	Management of the construction of the new office facilities at ECA	Unsatisfactory	2	1
ECE	22 April 2014	Selected projects in the Sustainable Energy Division of ECE	Partially satisfactory	0	10
ECLAC	30 June 2014	Management of procurement activities in ECLAC	Partially satisfactory	0	5
ICTR	19 November 2013	Language services at the International Criminal Tribunal for Rwanda	Partially satisfactory	0	6
	9 June 2014	Preparedness of the International Criminal Tribunal for Rwanda to comply with IPSAS on property, plant and equipment	Partially satisfactory	0	6
ICTY	18 July 2013	Human resources management at the International Tribunal for the former Yugoslavia	Partially satisfactory	0	8
	26 February 2014	Information and communications technology management at the International Tribunal for the former Yugoslavia	Partially satisfactory	0	7
	8 May 2014	Preparedness of the International Tribunal for the former Yugoslavia and the Mechanism for International Criminal Tribunals to comply with IPSAS on property, plant and equipment	Partially satisfactory	0	3
	27 June 2014	International Tribunal for the former Yugoslavia outreach programme and related legacy activities	Partially satisfactory	0	3
ITC	21 August 2013	Project management at ITC	Partially satisfactory	0	6
	16 December 2013	Preparedness of ITC to comply with IPSAS on property, plant, equipment and inventory	Satisfactory	0	0
	9 May 2014	Human resources management at ITC	Partially satisfactory	0	9
	27 June 2014	Advisory engagement to assess the progress of ITC in developing its accountability processes	Not applicable	0	0
MINUSTAH	27 September 2013	Local procurement in MINUSTAH	Unsatisfactory	2	7
	18 December 2013	Accounts receivable and payable in MINUSTAH	Partially satisfactory	0	7
	23 December 2013	Corrections advisory activities in MINUSTAH	Partially satisfactory	0	1
	7 May 2014	Movement control operations in MINUSTAH	Partially satisfactory	0	3
MONUSCO	26 November 2013	United Nations Police operations in MONUSCO	Partially satisfactory	0	3
	26 November 2013	Local procurement of goods and services in MONUSCO	Partially satisfactory	0	4
	16 December 2013	Asset disposal and local property survey board activities in MONUSCO	Partially satisfactory	0	5
	31 March 2014	Corrections Advisory Unit in MONUSCO	Partially satisfactory	0	5
	9 June 2014	Accounts receivable and payable in MONUSCO	Partially satisfactory	0	4
	30 June 2014	Movement control operations in MONUSCO	Partially satisfactory	0	3
OCHA	30 December 2013	Selected operations in the Office for the Coordination of Humanitarian Affairs in the Democratic Republic of the Congo	Partially satisfactory	0	6

Entity	*Issue date*	*Audit report subject*	*Report rating*	*Number of recommendations*	
				Critical	*Important*
OHCHR	4 December 2013	Human Rights Council and OHCHR Special Procedures Division	Partially satisfactory	0	6
	25 March 2014	OHCHR Regional Office for West Africa	Partially satisfactory	0	7
PBSO	8 November 2013	United Nations Peacebuilding Support Office	Partially satisfactory	0	5
RSCE	18 September 2013	Support functions in the Regional Service Centre in Entebbe	Partially satisfactory	0	9
UNAMA	5 December 2013	Medical services in UNAMA	Partially satisfactory	0	3
	18 December 2013	Human rights programme in UNAMA	Partially satisfactory	0	2
	19 December 2013	Local procurement of goods and services in UNAMA	Partially satisfactory	0	2
	23 December 2013	Accounts receivable and payable in UNAMA	Partially satisfactory	0	5
	25 March 2014	Movement control operations in UNAMA	Partially satisfactory	0	3
UNAMI	19 December 2013	Medical and staff counselling services in UNAMI	Partially satisfactory	0	7
	9 June 2014	Management of UNAMI accounts receivable and payable by the Kuwait joint support office	Partially satisfactory	0	3
UNAMID	27 September 2013	Local procurement of goods and services in UNAMID	Partially satisfactory	0	4
	19 November 2013	Movement control operations UNAMID	Satisfactory	0	0
	5 December 2013	Civil affairs programme in UNAMID	Partially satisfactory	0	5
	5 December 2013	Regional headquarters of UNAMID	Partially satisfactory	0	3
	9 December 2013	Accounts receivable and payable in UNAMID	Partially satisfactory	0	5
	28 April 2014	Sudanese national police development programme in UNAMID	Partially satisfactory	0	3
	9 May 2014	Corrections advisory activities in UNAMID	Partially satisfactory	0	4
	9 May 2014	Police operations in UNAMID	Partially satisfactory	0	7
UNCC	11 April 2014	United Nations Compensation Commission claims payments	Satisfactory	0	0
UNCTAD	26 November 2013	Arrangements for initiation, review and clearance of technical cooperation projects	Partially satisfactory	0	7
UNDOF	18 November 2013	Evacuation and other related entitlements in UNDOF	Partially satisfactory	0	3
UNEP	27 September 2013	Secretariat of the Convention on Biological Diversity	Partially satisfactory	0	8
	12 February 2014	United Nations Collaborative Programme on Reducing Emissions from Deforestation and Forest Degradation in Developing Countries quick-start programme in the Democratic Republic of the Congo	Not applicable	0	3
	14 April 2014	Secretariat of the Multilateral Fund for the Implementation of the Montreal Protocol	Partially satisfactory	0	2
	22 April 2014	Secretariat of the Basel, Rotterdam and Stockholm Conventions	Partially satisfactory	0	7
	29 May 2014	Ozone Action Branch	Partially satisfactory	0	7

Entity	Issue date	Audit report subject	Report rating	Number of recommendations	
				Critical	Important
UNFCCC	9 October 2013	Finance, technology and capacity-building programme at the secretariat of UNFCCC	Partially satisfactory	0	3
	29 April 2014	International transaction log system at the secretariat of UNFCCC	Partially satisfactory	0	8
UN-Habitat	12 June 2014	UN-Habitat operations in Sri Lanka	Partially satisfactory	0	3
	9 October 2013	Recruitment of staff and other personnel at UN-Habitat	Partially satisfactory	0	4
	19 November 2013	UN-Habitat operations in Bangladesh	Partially satisfactory	0	8
UNHCR	2 August 2013	UNHCR operations in the Islamic Republic of Iran	Partially satisfactory	0	5
	15 August 2013	UNHCR operations in Nigeria	Partially satisfactory	0	4
	27 August 2013	United Nations regular budget appropriation to UNHCR	Satisfactory	0	0
	19 September 2013	UNHCR operations in Namibia	Satisfactory	0	1
	31 October 2013	UNHCR operations in the Democratic Republic of the Congo	Partially satisfactory	0	7
	7 November 2013	UNHCR operations in the Republic of the Congo	Partially satisfactory	0	4
	18 November 2013	Activities of the technical specialist networks in UNHCR Division of Programme Support and Management	Partially satisfactory	0	6
	12 December 2013	UNHCR operations in Nepal	Partially satisfactory	0	5
	16 December 2013	"Managing for systems, resources and people" system interfaces	Partially satisfactory	0	5
	18 December 2013	Financial, procurement and asset management in UNHCR operations in the United Republic of Tanzania	Partially satisfactory	0	9
	19 December 2013	Supply chain management in the UNHCR representation in Pakistan	Partially satisfactory	0	5
	19 December 2013	Regional activities managed by the UNHCR Bureau for Africa	Satisfactory	0	0
	20 December 2013	UNHCR operations in Botswana	Partially satisfactory	0	6
	20 December 2013	Security, asset management and procurement activities in the UNHCR sub-office in Dadaab, Kenya	Partially satisfactory	0	5
	20 December 2013	Cash management	Partially satisfactory	0	5
	26 December 2013	UNHCR operations in Ghana	Partially satisfactory	0	7
	30 December 2013	Financial, procurement and asset management in UNHCR operations in Mozambique	Unsatisfactory	3	3
	30 December 2013	UNHCR operations in Iraq	Partially satisfactory	0	8
	22 April 2014	UNHCR operations in Angola	Partially satisfactory	0	7
	22 April 2014	UNHCR operations in Kyrgyzstan	Partially satisfactory	0	6
	13 May 2014	UNHCR operations in Malawi	Partially satisfactory	0	8
	30 May 2014	UNHCR operations in Afghanistan	Unsatisfactory	3	5

Entity	*Issue date*	*Audit report subject*	*Report rating*	*Number of recommendations*	
				Critical	*Important*
	12 June 2014	Planning, delivery and monitoring of information systems services provided by the Division of Information Systems and Telecommunications in UNHCR	Unsatisfactory	1	6
	27 June 2014	Regional Office in South Africa for UNHCR	Partially satisfactory	0	8
	27 June 2014	Regional representation in Washington, D.C., for UNHCR	Partially satisfactory	0	9
	30 June 2014	Management of the affiliated workforce of UNHCR	Partially satisfactory	0	9
	30 June 2014	UNHCR operations in the Gambia	Partially satisfactory	0	4
	30 June 2014	UNHCR operations in the Niger	Partially satisfactory	0	8
UNIFIL	26 September 2013	Fuel management in UNIFIL	Partially satisfactory	0	3
	9 December 2013	Accounts receivable and payable in UNIFIL	Partially satisfactory	0	1
	23 December 2013	Aviation operations in UNIFIL	Partially satisfactory	0	7
	9 May 2014	Pilot implementation of the Umoja system in UNIFIL	Partially satisfactory	0	17
	9 June 2014	Movement control operations in UNIFIL	Partially satisfactory	0	5
UNISFA	30 October 2013	Fuel management in UNISFA	Unsatisfactory	2	5
	26 November 2013	Asset management in UNISFA	Partially satisfactory	0	6
UNJSPF	18 July 2013	Management of institutional knowledge transfer in the secretariat of the United Nations Joint Staff Pension Fund	Satisfactory	0	0
	19 August 2013	Pre-implementation activities for the integrated pension administration system of the United Nations Joint Staff Pension Fund	Satisfactory	0	0
	21 August 2013	Management of the back office operations of the Investment Management Division of the United Nations Joint Staff Pension Fund	Partially satisfactory	0	3
	3 September 2013	Management of the real assets investments of the United Nations Joint Staff Pension Fund	Partially satisfactory	0	7
	13 March 2014	Administration of full retirement benefits by the New York office of the United Nations Joint Staff Pension Fund	Satisfactory	0	0
	26 March 2014	Implementation of the Murex system in the Investment Management Division of the United Nations Joint Staff Pension Fund	Unsatisfactory	3	6
	28 March 2014	Asset liability management in the United Nations Joint Staff Pension Fund	Partially satisfactory	0	2
UNMIL	18 November 2013	Engineering activities in UNMIL	Partially satisfactory	0	7
	9 December 2013	Accounts receivable and payable in UNMIL	Partially satisfactory	0	5
	19 December 2013	Political, Policy and Planning Section in UNMIL	Partially satisfactory	0	0
	31 March 2014	Transport operations in UNMIL	Partially satisfactory	0	4
	28 April 2014	Movement control operations in UNMIL	Partially satisfactory	0	7

Entity	Issue date	Audit report subject	Report rating	Number of recommendations	
				Critical	Important
UNMISS	7 August 2013	Air transportation management in UNMISS	Unsatisfactory	3	4
	5 December 2013	Medical services in UNMISS	Unsatisfactory	2	8
	17 December 2013	Local procurement in UNMISS	Partially satisfactory	0	8
	28 April 2014	Accounts receivable and payable in UNMISS	Partially satisfactory	0	7
	7 May 2014	Movement control operations in UNMISS	Partially satisfactory	0	9
	11 June 2014	Waste management in UNMISS	Unsatisfactory	2	5
UNOCA	9 December 2013	United Nations Regional Office for Central Africa	Partially satisfactory	0	6
UNOCI	31 July 2013	Fuel management at UNOCI	Partially satisfactory	0	6
	19 November 2013	Local procurement of goods and services in UNOCI	Partially satisfactory	0	6
	23 December 2013	Accounts receivable and payable in UNOCI	Partially satisfactory	0	6
UNODA	12 May 2014	Weapons of mass destruction subprogramme of the United Nations Office of Disarmament Affairs	Satisfactory	0	1
UNODC	16 July 2013	United Nations Office on Drugs and Crime global projects	Partially satisfactory	0	6
	22 November 2013	Joint audit of the joint office in Cabo Verde	Partially satisfactory	0	0
	17 December 2013	UNODC operations in Afghanistan	Partially satisfactory	0	6
	26 March 2014	UNODC operations in the Plurinational State of Bolivia	Partially satisfactory	0	9
UNOG	26 November 2013	Telecommunications billing process at the United Nations Office at Geneva	Partially satisfactory	0	6
	25 March 2014	Contract administration at the United Nations Office at Geneva	Partially satisfactory	0	4
UNOG, OCHA, OHCHR	18 November 2013	Preparedness of the United Nations Office at Geneva and its client organizations to comply with IPSAS on property, plant and equipment and inventory	Partially satisfactory	0	4
UNOMS	5 December 2013	Administrative management of the Office of the United Nations Ombudsman and Mediation Services in the Secretariat	Partially satisfactory	0	5
UNON	25 March 2014	Post-construction phase of the new office facility at the United Nations Office at Nairobi	Partially satisfactory	0	6
	9 June 2014	Overtime in the United Nations Office at Nairobi	Partially satisfactory	0	4
UNON, UNEP, UN-Habitat	30 September 2013	Preparedness of the United Nations Office at Nairobi, and its client organizations, to comply with IPSAS on property, plant and equipment and inventory	Partially satisfactory	0	5
UNOV	7 November 2013	Preparedness of the United Nations Office at Vienna and its client organizations to comply with IPSAS on property, plant and equipment and inventory	Partially satisfactory	0	4

Entity	*Issue date*	*Audit report subject*	*Report rating*	*Number of recommendations*	
				Critical	*Important*
UNSCO	9 December 2013	Preparedness of the Office of the United Nations Special Coordinator for the Middle East Peace Process for the implementation of IPSAS	Partially satisfactory	0	2
UNSCOL	9 December 2013	Security operations and administrative functions in the Office of the United Nations Special Coordinator for Lebanon	Partially satisfactory	0	4
UNSOA	8 November 2013	Use of official vehicles in Kenya by UNSOA and UNPOS	Partially satisfactory	0	2
	19 December 2013	Accounts receivable and payable in UNSOA	Partially satisfactory	0	4
UNTSO	9 December 2013	Military observer activities in UNTSO	Partially satisfactory	0	4
	18 December 2013	Preparedness of UNTSO for the implementation of IPSAS	Partially satisfactory	0	3
UNU	25 March 2014	Preparedness of UNU to comply with IPSAS on property, plant, equipment and inventory	Satisfactory	0	0

C. Reports to programme managers issued by the Investigations Division, excluding closure reports

Entity	*Issue date*	*Report subject*
DFS	1 July 2013	Contingent report on assault and disorderly behaviour by a peacekeeper at UNDOF
	1 July 2013	Contingent report on the assault by peacekeepers at MONUSCO
	15 July 2013	Contingent report on sexual abuse by peacekeepers at MONUSCO
	15 August 2013	Contingent report on fraud by peacekeepers at MONUSCO
	30 August 2013	Investigation report on sexual exploitation and abuse by a staff member of a United Nations vendor at MONUSCO
	7 November 2013	Investigation report on a fraudulent education grant claim by a staff member at UNMIT
	7 November 2013	Investigation report on breach of contract by a contractor at UNMISS
	13 November 2013	Contingent report on physical abuse by peacekeepers at MINUSTAH
	13 November 2013	Contingent report on sexual exploitation and abuse of a minor by a peacekeeper at MINUSTAH
	13 November 2013	Contingent report on unlawful transportation of ammunition by a peacekeeper at UNIFIL
	22 November 2013	Investigation report on the misuse of a United Nations vehicle for transporting drugs and attempted bribery of police by a staff member at UNMIL
	3 December 2013	Contingent report on sexual exploitation and abuse of a minor by peacekeepers at MINUSTAH
	19 December 2013	Investigation report on misuse of ICT resources by a former United Nations Volunteer at UNOCI
	7 January 2014	Investigation report on conflict of interest by a staff member at UNAMID
	7 January 2014	Investigation reports on conflict of interest by a staff member at UNAMID

Entity	*Issue date*	*Report subject*
	8 January 2014	Investigation report on the misuse of ICT resources by staff members at UNOCI
	8 January 2014	Investigation report on the misuse of ICT resources by staff members at UNOCI
	8 January 2014	Investigation report on the misuse of ICT resources by staff members at UNOCI
	7 February 2014	Contingent report on abuse of casual daily workers by peacekeepers at UNOCI
	26 February 2014	Investigation report on abuse of authority and unjustified use of force by a staff member at UNOCI
	27 February 2014	Investigation report on falsification of educational qualifications by a staff member at MONUSCO
	27 February 2014	Investigation report on retaliation by a staff member at UNAMA
	27 February 2014	Investigation report on sexual exploitation and abuse by a United Nations Police Officer at MINUSTAH
	27 February 2014	Investigation report on sexual exploitation and abuse by employees of a vendor at MONUSCO
	27 February 2014	Investigation report on the misuse of ICT resources by staff members at UNOCI
	27 February 2014	Investigation report on the misuse of ICT resources by staff members at UNOCI
	5 March 2014	Contingent report on sexual abuse by a peacekeeper at UNOCI
	17 March 2014	Investigation report on illicit receipt of money by a staff member at MINUSTAH
	11 April 2014	Contingent report on sexual abuse by peacekeepers at MONUSCO
	11 April 2014	Contingent report on sexual exploitation by a peacekeeper at MINUSMA
	25 April 2014	Contingent report on serious misconduct by peacekeepers at MINUSMA

Entity	*Issue date*	*Report subject*
	25 April 2014	Contingent report on sexual exploitation and abuse of a minor by a peacekeeper at MONUSCO
	25 April 2014	Contingent report on the assault of a minor by peacekeepers at MINUSMA
	25 April 2014	Investigation report on falsification of official records and receipt of corrupt payments by a United Nations Volunteer at UNMIL
	25 April 2014	Investigation report on possible sexual exploitation and abuse by a Formed Police Unit Officer at MINUSTAH
	11 June 2014	Contingent report on assault by a peacekeeper at UNOCI
	11 June 2014	Contingent report on sexual exploitation and abuse by peacekeepers at UNOCI
	11 June 2014	Investigation report on unauthorized outside activity by a staff member at MONUSCO
	16 June 2014	Contingent report on sexual exploitation and abuse by a peacekeeper at MINUSTAH
	18 June 2014	Investigation report on medical insurance fraud by a staff member at UNMIL
	19 June 2014	Investigation report on irregularities in the monthly payrolls for individual contractors at UNMISS
	20 June 2014	Investigation report on misappropriation of funds by a staff member at MONUSCO
	20 June 2014	Investigation report on theft of individual contractor salary payments at UNMISS
	23 June 2014	Investigation report on fraud and forgery by a staff member at UNMISS
	24 June 2014	Investigation report on financial mismanagement by a staff member at UNOCI

Entity	*Issue date*	*Report subject*
DM	11 November 2013	Investigation report on conflict of interest, submission of false education details upon recruitment, misuse of information and communications technology resources, misappropriation of assets and forgery of adoption documents by a staff member at United Nations Headquarters
DSS	2 June 2014	Investigation report on forgery of payroll documents by a Secretariat staff member and at BNUB
ECA	12 May 2014	Investigation report on fraudulent education grant claims by a staff member at ECA
ECE	10 September 2013	Investigation report on harassment and abuse of authority by a staff member at ECE
	5 March 2014	Investigation report on retaliation by a staff member at ECE
ECLAC	8 January 2014	Investigation report on medical insurance fraud by a former staff member at ECLAC
ESCWA	26 August 2013	Investigation report on the involvement of a staff member in the acquisition of a forged passport at ESCWA
ICTR	19 September 2013	Investigation report on fraudulent education grant claims by a staff member at ICTR
	25 April 2014	Investigation report on solicitation and receipt of free gifts by a staff member at ICTR
OCHA	7 November 2013	Investigation report on fraud and misappropriation of donor project funds by personnel at an implementing partner
	16 May 2014	Investigation report on fraud and misappropriation of donor project funds by an implementing partner organization
	19 May 2014	Investigation report on fraud and misappropriation of donor project funds by an implementing partner organization
UNEP	10 September 2013	Investigation report on abuse of position and receipt of undue benefits by a staff member at UNEP

Entity	*Issue date*	*Report subject*
	13 November 2013	Investigation report on abuse of position and misappropriation of donor funds by a staff member at UNEP
	25 April 2014	Investigation report on the exchange of money for jobs by a staff member at UNEP
UNHQ	8 January 2014	Investigation report on fraudulent education grant claims by a staff member at United Nations Headquarters
	20 January 2014	Investigation report on a complaint of retaliation by a staff member at United Nations Headquarters
UNJSPF	26 September 2013	Investigation report on a forged signature by a staff member at UNJSPF
UNOG	26 August 2013	Investigation report on abuse of authority by staff members at UNOG
	26 August 2013	Investigation report on abuse of authority by staff members at UNOG
	11 June 2014	Investigation report on conflict of interest by a staff member at UNOG
UNON	10 September 2013	Investigation report on fraud by a staff member at UNON
	4 December 2013	Investigation report on unauthorized outside activity and conflict of interest by a staff member at UNON
	14 April 2014	Investigation report on reported retaliation by staff members at UNON
UNOV	25 April 2014	Investigation report on complaint of assault by a staff member at UNOV
UNRWA	23 June 2014	Investigation report of abuse of authority, harassment and sexual harassment implicating a staff member at UNRWA

D. Closure reports issued by the Investigations Division

Entity	*Issue date*	*Closure report subject*
DFS	29 July 2013	Closure report on the facilitation of payments to a rebel group by a staff member at MONUSCO
	29 July 2013	Closure report on the trafficking of prohibited goods by a staff member at MONUSCO
	30 July 2013	Closure report on dealing in prohibited goods by a staff member at MONUSCO
	31 July 2013	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	31 July 2013	Closure report on medical insurance fraud by a staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a former staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a former staff member at UNIFIL
	1 August 2013	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	2 August 2013	Closure report on medical insurance fraud by a former staff member at UNIFIL
	29 August 2013	Closure report on education grant fraud by staff members at UNMIT

Entity	*Issue date*	*Closure report subject*
	30 August 2013	Closure report on medical insurance fraud by a former staff member at UNIFIL
	30 August 2013	Closure report on reported possible procurement irregularities involving a staff member at UNSOA
	3 September 2013	Closure report on medical insurance fraud by a staff member at UNIFIL
	4 September 2013	Closure report on medical insurance fraud by a former staff member at UNIFIL
	4 September 2013	Closure report on medical insurance fraud by a staff member at UNIFIL
	4 September 2013	Closure report on medical insurance fraud by a staff member at UNIFIL
	4 September 2013	Closure report on the theft of money by a staff member at MONUSCO
	11 September 2013	Closure report on sexual exploitation and abuse by a staff member at MINUSTAH
	13 September 2013	Closure report on a fraudulent education grant claim by a staff member at UNMIT
	13 September 2013	Closure report on medical insurance fraud by a staff member at UNIFIL
	8 October 2013	Closure report on medical insurance fraud by a former staff member at UNIFIL
	8 October 2013	Closure report on sexual abuse by a staff member at MINUSTAH
	11 October 2013	Closure report on involvement in the attempted trafficking of forged passports by a staff member at UNSCO
	11 October 2013	Closure report on the sexual abuse of a minor by a staff member at MONUSCO
	8 November 2013	Closure report on possible e-mail forgery by a staff member at UNAMA
	19 November 2013	Closure report on misuse of ICT resources by a staff member at UNFICYP
	19 November 2013	Closure report on misuse of ICT resources by a staff member at UNFICYP

Entity	*Issue date*	*Closure report subject*
	26 November 2013	Closure report on medical insurance fraud by a former staff member at UNIFIL
	26 November 2013	Closure report on procurement irregularities by a staff member at United Nations Headquarters
	26 November 2013	Closure report on travel claim fraud by a staff member at UNFICYP
	20 December 2013	Closure report on medical insurance fraud by a staff member at UNOCI
	20 December 2013	Closure report on sexual harassment and abuse by a United Nations Police Officer at UNMIL
	20 January 2014	Closure report on medical insurance fraud by a staff member at UNMOGIP
	27 January 2014	Closure report on insurance fraud by a staff member at the former UNMIS
	25 February 2014	Closure report on assault and sexual exploitation and abuse by a staff member at MINUSTAH
	25 February 2014	Closure report on fraudulent education grant claims by a staff member at MINUSTAH
	25 February 2014	Closure report on medical insurance fraud by a retired staff member at UNIFIL
	25 February 2014	Closure report on medical insurance fraud by a staff member at UNMIL
	26 February 2014	Closure report on the circumstances surrounding a road traffic accident involving a staff member at UNMIL and the subsequent vehicle repairs
	3 April 2014	Closure report on procurement irregularities by a staff member at UNAMID
	25 April 2014	Closure report on irregularities in claims for financial entitlements
	25 April 2014	Closure report on medical insurance fraud by a staff member at MONUSCO
	25 April 2014	Closure report on possible misconduct with transportation of non-United Nations personnel by a staff member at MONUSCO

Entity	*Issue date*	*Closure report subject*
	25 April 2014	Closure report on sexual abuse of a minor by a Military Observer at MONUSCO
	22 May 2014	Closure report on failure to follow properly issued instructions by a staff member at MONUSCO
	22 May 2014	Closure report on possible education grant fraud by a staff member at UNAMID
	22 May 2014	Closure report on procurement irregularities at MONUSCO
	22 May 2014	Closure report on procurement irregularities involving a staff member at RSCE
	22 May 2014	Closure report on sexual exploitation and abuse by a staff member at MINUSTAH
	22 May 2014	Closure report on solicitation of a bribe by a staff member at MONUSCO
	22 May 2014	Closure report on submission of fraudulent documentation related to a claim for dependency allowance by a staff member at UNAMID
	22 May 2014	Closure report on suspected fraud by a staff member at DFS
	22 May 2014	Closure report on the unauthorized dissemination of United Nations confidential information by a staff member at MONUSCO
	18 June 2014	Closure report on forgery by a staff member at UNAMID
	18 June 2014	Closure report on interference with the official duties of a Security Officer by a staff member at UNMISS
	18 June 2014	Closure report on sexual exploitation and abuse of a minor by two staff members at UNMISS
	19 June 2014	Closure report on the sexual abuse of a minor by a staff member at MONUSCO
	24 June 2014	Closure report on the unauthorized disclosure of procurement-related information by a staff member at UNMIL

Entity	*Issue date*	*Closure report subject*
ECE	29 July 2013	Closure report on failure to report arrest and criminal charges to the Secretary-General by a staff member at ECE
	19 November 2013	Closure report on defamation by a staff member at ECE
	19 November 2013	Closure report on harassment, discrimination and other misconduct by a staff member at ECE
	19 November 2013	Closure report on mala fide complaint by a staff member at ECE
	22 May 2014	Closure report on unauthorized data access by a staff member at ECE
	22 May 2014	Closure report on unauthorized data access by a staff member at ECE
	22 May 2014	Closure report on unauthorized data access by a staff member at ECE
	18 June 2014	Closure report on the misuse of travel funds, inappropriate communications outside the United Nations and unauthorized outside activities by a staff member at ECE
ESCAP	31 July 2013	Closure report on procurement and financial irregularities by a staff member at ESCAP
	10 January 2014	Closure report on procurement irregularities by a staff member at ESCAP
ESCWA	11 October 2013	Closure report on possible outside activity and fraudulent submission of value added tax claims by a staff member at ESCWA
	14 January 2014	Closure report on submission of forged signature on a consultancy request form by a staff member at ESCWA
	25 February 2014	Closure report on medical insurance fraud by a former staff member at ESCWA
ICTR	28 February 2014	Closure report on medical insurance fraud by a staff member at ICTR
OCHA	25 February 2014	Closure report on a breach of financial rules and regulations by a staff member at OCHA
	25 February 2014	Closure report on procurement irregularities by a staff member at OCHA

Entity	*Issue date*	*Closure report subject*
UN-Habitat	22 May 2014	Closure report on reported fraud by a staff member at UN-Habitat
UNCTAD	5 December 2013	Closure report on entitlement fraud by an individual contractor at UNCTAD
UNEP	16 September 2013	Closure report on possible procurement irregularities at UNEP
	16 September 2013	Closure report on possible procurement irregularities at UNEP
	16 September 2013	Closure report on possible procurement irregularities misconduct at UNEP
	26 November 2013	Closure report on abuse of position and receipt of undue benefits by a staff member at UNEP
	25 February 2014	Closure report on misuse of hospitality funds and fraud by a former staff member at UNEP
	22 May 2014	Closure report on abuse of position by a staff member at UNEP
UNIPSIL	25 April 2014	Closure report on conflict of interest by an individual contractor at UNIPSIL
UNOG	21 February 2014	Closure report on procurement irregularities by a staff member at UNOG
UNON	23 April 2014	Closure report on procurement irregularities at UNON

E. Reports to programme managers issued by the Inspection and Evaluation Division

Entity	*Issue date*	*Report subject*
DPKO/DFS	31 March 2014	Evaluation of DPKO and DFS guidance
DSS	3 April 2014	Programme evaluation of the DSS systems for information management and analysis
ECA	22 April 2014	Programme evaluation of ECA
UNIFIL	12 July 2013	Report of OIOS on the evaluation of flexibility and adaptability in the peacekeeping operations at UNIFIL
United Nations Secretariat	24 December 2013	Final report of OIOS on Secretariat evaluation scorecards